



***PROVIDING TAA PROGRAM SERVICES***

A RECEPTION Guide for

Texas Workforce Commission Staff

and for

Workforce Development Boards and Their Contractors

in

- Texas Workforce Centers
- TWC Local Offices

FEBRUARY 2000

# Providing TAA Program Services

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## ***INTRODUCTION***

This ***Reception Guide*** is provided for use of Reception and Intake staff at Texas Workforce Centers and TWC Local Offices. It provides a basic introduction for that staff who may encounter dislocated workers seeking TAA Program information or services.

This is a "**Reception**" ***Guide***. It should enable Reception and Intake staff to provide accurate and timely referrals to designated local staff who can help the worker process their request(s) for the TAA program services. The purpose of the ***Guide*** is to enable high quality delivery of services to trade-affected workers by Local Area TWC and Board contractor staff

- **Give this *Guide* to all Local Area reception and intake staff and review it with them.**
- Each TWC Program Coordinator must have a designated staff person and a backup in their Local Area who know how to serve trade-affected workers. **Remember:** If Local Offices have Employment Services funding, they're required to provide Trade program services.
- Every Workforce Center and Local Office should have a "TAA Liaison" and backup who know how to intake and refer trade-affected workers. These "Liaison" staff can be reception or intake staff.

When a Local Area experiences a large layoff or plant, TWC may assign additional staff or FTE authority, on a temporary basis, to assist in providing TAA services to affected workers.

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A companion to this *Guide* is the "*Basic Guide*" which is for the use of Local Area staff who will work closely with trade-affected workers in the processing of their request(s) for TAA & NAFTA-TAA program services such as Job Search Allowances, Relocation Allowances, and Requests for Training. Neither this *Reception Guide* nor the *Basic Guide* is a replacement for the TWC *Trade Adjustment Assistance Employment Service Manual*.

The *Manual*, these *Guides*, and State Office TAA Unit technical assistance and training should allow a Local Area to provide high quality services to trade-affected workers. An updated *Manual* should be available in the Spring, 2000.

## Providing TAA Program Services

### I. KEYWORDS<sup>3/4</sup> LISTEN AND LOOK:

IF A CUSTOMER COMES INTO YOUR OFFICE, AND YOU DETERMINE S/HE IS OR WILL BE A DISLOCATED WORKER— THAT S/HE HAS BEEN LAID OFF OR IS ABOUT TO BE LAID OFF— LISTEN OR LOOK FOR COMMENTS LIKE THE FOLLOWING. YOU MAY SEE SIMILAR WORDING IN LETTERS FROM THE EMPLOYER TO THE DISLOCATED WORKER.

- **The worker has a letter (TWC Form BS-121E, call-in) from TWC telling them they are potentially eligible for Trade services.**
- **"I want to apply for my TRAs (Trade Readjustment Allowance)."**
- **"They're" [the company] moving to Mexico (or Canada or any other foreign country)."**
- **"They couldn't compete with...(products or goods from some foreign country)."**
- **"They're consolidating this plant with (some other location) because they couldn't compete (or the other location is in another country, like Mexico)."**
- **"Foreign competition"**
- **"How do I file a NAFTA petition"?**
- **"Foreign imports" or "Imports from ...."**
- **"Moving 'off shore' "**
- **"My company filed a NAFTA (or "TAA") petition."**
- **"How do I get my extended UI"? [There is no such thing; they're referring to their TRA.]**
- **"My union told me to come here to get my TRAs."**

IF YOU HEAR OR SEE THESE OR SIMILAR WORDS OR COMMENTS, THE CUSTOMER MAY BE A TRADE-AFFECTED WORKER.

IF YOU DON'T PROVIDE TAA SERVICES— "TAA" OR "NAFTA-TAA," REFER THE CUSTOMER TO THE "LIAISON" OR DESIGNATED STAFF IN YOUR CENTER OR LOCAL AREA WHO KNOWS ABOUT THESE SERVICES.

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### II. BE PREPARED FOR CUSTOMER RECEPTION:

#### TEXAS WORKFORCE CENTERS & TWC LOCAL OFFICES

- A. Texas Workforce Centers, or TWC Local Offices staff should know the keywords indicating a customer may be trade-affected.
- B. Each TWC Program Coordinator must have a designated staff person and a backup in their Local Area who know how to serve trade-affected workers.
- C. There should be other people, including Board contractor staff, in every Local Center or Office who know how to intake and begin providing quality TAA program services to the customer.
- D. *Everyone in every Center or Local Office should know who these Local Area designated staff are, where they are, and how to contact them.*
- E. Each person who provides TAA services will need "**Read-Only RACF Authority**" to use the "Applicant Characteristics," "UI Claims Functions," and "Job Matching" Panels of TWC's mainframe.
- F. If the TWC-designated staff don't work in the office where the customer comes in, every effort needs to be made to help the customer make a telephone contact and receive accurate directions, written materials, or other information about services.
- G. **NOTE**: Many trade-affected workers will know a lot about TAA/NAFTA-TAA services. They may be in your office as a result of Rapid Response orientations, union or other employee group information, having accessed the TWC web site, or having received information from their employer. These workers will expect you to know enough to help them, even if it's simply an appropriate referral.

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### III. HOW A WORKER IS ABLE TO REQUEST SERVICES:

*[CHECK THE TWC WEBSITE: <http://www.twc.state.tx.us/svcs/taa/taahp>.]*

- A. It is possible for anyone at anytime to request TAA program services. We cannot deny anyone at anytime the ability to submit requests for services and to receive assistance in processing their request(s).
- B. The U.S. Department of Labor (DOL) "certifies" groups of workers as being trade-affected. A company will be either "Trade Adjustment Assistance—**TAA**," or "NAFTA-Transitional Adjustment Assistance—**NAFTA-TAA**" certified, or both. The DOL trade certification and information from the employer will determine whether a dislocated worker is "trade-affected." When DOL certifies a worker group, it informs the TWC State Office TAA Unit.
- C. When the TAA Unit gets the certification from DOL, it publishes a public notice in Local Area newspapers.
- D. At that time, the TAA Unit asks the employer to send a list of all its workers separated during the certification period and the reason for each worker's separation. TAA Unit staff then use the employer's list to create a **Master Record**, on the TWC mainframe, for each individual. The **Master Record** shows whether the employer's documentation indicated if the individual is or is not trade-affected or whether the employer's documentation is incomplete.
- E. Once the **Master Record** exists, the next day TWC mails a computer-generated letter— Form BS-121E— to each worker on the employer's list; it tells the worker s/he may be potentially eligible for TAA or NAFTA-TAA services.
- F. The Form BS-121E, in effect, is a call-in letter— it is not an eligibility letter. It tells the worker to contact a TWC representative to apply for TAA/NAFTA-TAA services. That's why many workers will determine they should call or come into their Texas Workforce Center or Local Office.
- G. Using this information, designated Local Area staff should process workers' applications for services and conduct subsequent activity during and after their initial office visits.